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Shared by Higgins on 05-09-2022

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Question 1

How to create a report showing Company growth Year after Year. What function to use ?

Options:

A) PREVGROUPVAL

B) DATEVAL

C) PRIORVALUE

D) PARENTGROUPVAL

Answer:

A

Question 2

With Salesforce Knowledge integrated into your community, your customers can: Select 3

Options:

A) Access knowledge articles

B) Automatically access your customer accounts, contacts and opportunities.

C) Submit Cases

D) Access Self Service resources

Answer:

A, C, D

Question 3

Question Type: MultipleChoice

When will account assignment rules automatically assign an opportunity to a territory

Options:

A) When opportunity has no assigned territory and account has been assigned to a territory

B) Account ownership was changed

C) Account has no assigned territory

D) Account has multiple territories

Answer:

A

Question 4

Question Type: MultipleChoice

Which of the following are current limitations of Salesforce Knowledge? (@Winter 18) Select 3

Options:

A) You can have up to 100 groups in each category.

B) You can have up to 100 categories in each group.

C) You can define up to 5 category groups with only 3 active at any time.

D) You can define up to 5 category groups.

E) You can define up to 50,000 articles in total.

Answer:

B, C, E

Question 5

Question Type: MultipleChoice

The administrator at Universal Containers wants to improve data quality by ensuring that all

accounts have a Billing State/Province based upon the Billing Postal Code for that account. How

can this be achieved? Choose 2 answers

Options:

A) Use validation rule to do a VLOOKUP of the Billing Postal Code to a custom object that

maps postal codes to states/provinces

B) Use a trigger that populates Billing State/Province based on a custom object that maps postal codes to states/provinces

C) Use validation rule to do an HLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces

D) Use a workflow that populates Billing State/Province based on a custom object that maps postal codes to states/provinces

Answer:

A, D

Question 6

Question Type: MultipleChoice

Which features make repetitive actions in the Service Console quicker and easier for agents?

Select 3

Options:

A) Email Templates

B) Quick Text

C) Macros

D) Heuristic Logic

E) Predictive text

Answer:

A, B, C

Question 7

Question Type: MultipleChoice

A Sales manager wants to implement a new B2B wherein when an opportunity is closed, it will

add the name of the Account to the opportunity name

Options:

A) Use Apex trigger to add the Account name to the Opportunity name

B) Use validation to update the field

C) Create a workflow field update to concatenate Account name and Opportunity name

D) Use Rollup Summary field to concatenate

E) Create Approval process to add account and opportunity

Answer:

C

Question 8

Question Type: MultipleChoice

What are some of the limitations of Service Entitlements?

Select 3

Options:

A) Up to 1,000 entitlement processes can be created with up to 10 milestones each.

B) Entitlement processes do not apply to cases created via web-to-case or email-to-case unless you create some custom code to add them.

C) Once activated and applied to a case, milestone actions cannot be updated or deleted.

D) Up to 100 entitlement processes can be created with up to 10 milestones each

Answer:

A, B, C

Question 9

What password option is available for the administrator to set on content deliveries? Choose 3

Options:

A) Password protection is required

B) Password protection is optional and defaults to ON

C) Password protection is optional and defaults to OFF

D) Administrator provided default password

E) Password complexity rules

Answer:

A, B, C

Question 10

Question Type: **MultipleChoice**

Knowledge Articles are classified into which structure to make searching easier?

Options:

A) Articles -> Groups

B) Record Types -> Categories

C) Categories -> Groups

D) Groups -> Categories

Answer:

D

Question 11

Question Type: **MultipleChoice**

How can you as a System Administrator enforce standardization of tags in libraries to prevent

duplicate tags? Choose 2

Options:

A) Change Tagging Field to multiselect picklist

B) Customize tags with contributor upon library creation

C) Enable workflow to send email alert for unnamed tags

D) Enable restrictive tagging

Answer:

B, D

Question 12

Salesforce Communities replace the functionality that you may have previously read about

(obsolete products):

Select one or more:

Options:

A) Account Portals

B) Customer Portals

C) Partner Portals

D) Service Portals

Answer:

B, C